

# Excellence in Governing

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## Mission:

To provide the residents of San Diego County with superior County services in terms of quality, timeliness and value in order to improve the region's Quality of Life.

## Vision:

A County Government that has earned the respect and support of its residents.

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## Recognitions of Excellence

Throughout the previous fiscal year (Fiscal Year 2004-2005), a wide variety of County of San Diego programs were recognized for excellence by community and professional organizations. The awards listed below illustrate how the County has used its commitment to excellent customer service, continuous improvement, community partnerships and use of technology to create programs that have been recognized statewide and nationally for innovation and excellence. More than anything, we strive to offer programs that improve the lives of San Diego County residents in ways that are relevant and measurable. We are proud that our leadership in these areas has been recognized by the following groups:

- In 2004, 29 County of San Diego programs were selected for Achievement Awards by the National Association of Counties (NACo). Of the 106 U.S. counties receiving recognition, San Diego County received the second highest number of awards given to any county.
- The County of San Diego was one of only ten California counties to receive a prestigious Challenge Award from the California State Association of Counties (CSAC) in 2004, winning for its Risk Mitigation and Litigation Program.
- The County of San Diego ranked #1 on a list of the nation's most digital-savvy counties, according to the 2004 Digital Counties Survey, which examined how county governments use information technology to deliver services to citizens. The nationwide survey was conducted jointly by the Center for Digital Government, the National Association of Counties (NACo), and Government Technology magazine.
- County Television Network (CTN), the local government access channel for the County of San Diego, was awarded four Emmy awards by the National Association of Television Arts and Sciences/Pacific

Southwest Chapter, for programming excellence and also received first place for Overall Excellence in 2004 by the States of California and Nevada Chapter / National Association of Telecommunications Officers and Advisors (SCAN NATOA).

- The San Diego County Taxpayers' Association (SDCTA) awarded their 2004 Regional Golden Watchdog Award to the San Diego County District Attorney for the District Attorney's Elder Abuse Program, with the County's "Public Purchasing: Changing Times, Changing Ways" program named a finalist in the same category.

Other recognitions of excellence received by San Diego County that highlight the County's progress in meeting its strategic goals include:

## Strategic Initiative - Improving Opportunities for Kids

- **Congress of History - 2005 Award of Merit** to Los Penasquitos County Park for the "La Vida del Rancho" School Program that teaches fourth grade students about early nineteenth century San Diego ranch life.
- **National Association of Counties (NACo) - 2004 Achievement Awards**
  - Emancipated Foster Youth Transitional Housing Program - rental assistance to former foster youth between the ages of 18-21.
  - The Virtual Teen Experience - County Library program designed to focus attention on customer service to adolescents.
  - East Region Way Station - emergency foster homes while regional placement is obtained.
- **National Association of Counties (NACo) 2005 Acts of Caring Award** - San Diego County's Health and Human Services Agency for its "Volunteering to Fill Health Care Gaps" program: a collaboration with public and private



dental health providers to meet the dental health needs of children in low-income families. Only three Acts of Caring Awards were given nationwide.

- **The Performance Institute - 2004 Innovations in Public-Private Partnerships** - California Work Opportunity and Responsibility to Kids (CalWORKS) and the Child Assessment Network North (CANN).
- **Child Support Directors Association of California (CSDA)** honored Child Support Services as the *2004 Top Agency* in the State of California in three of five federal standard performance categories.
- **National Association of Telecommunications Officers and Advisors (NATOA) - 2004 Government Programming Award Winners** to County Television Network (CTN) in the *Children/Young Adults* category: Bullying.

### Strategic Initiative - Protect the Environment

- The San Diego Regional Energy Office and the San Diego Chamber of Commerce recognized the County of San Diego with their "*San Diego Excellence in Energy*" Award, known as the *SANDEE*, for incorporating solar power and other improvements into building projects, saving energy and taxpayer dollars.
- **NACo - 2004 Achievement Awards**
  - Assistance to Maricopa County: Providing Analysis of Ambient Hydrocarbon Samples.
  - Air Pollution Control District (APCD) Title V Federal Operating Permit Program.
  - Strategic Acquisition Planning Geographic Information System (GIS) Mapping Model.
- **NATOA - 2004 Government Programming Award Winners** to CTN for *Innovative Program*: Down to Earth.
- **California State Association of Counties (CSAC) - 2004 Merit Awards**

- Lawnmower Emissions Reduction Program.

- **Strategic Acquisition Planning Geographic Information System (GIS) Mapping Model** - a state-of-the-art GIS modeling system to identify grants to protect environmental resources, and expand parks and recreation programs.
  - **NACo - 2004 Achievement Award.**
- **U.S. Environmental Protection Agency and Department of Transportation - Best Workplaces for Commuters** award in recognition of incentive programs for employees to carpool and take public transportation.
- **The National Television Academy - Pacific Southwest Chapter - 2004 Emmy Winners** to CTN for the *Informational/Educational Program* category: Down to Earth.
- **California Directors of Environmental Health (CCDEH) - 2004 Excellence in Environmental Health Award** for First Responder Hazardous Materials Business Plan Program.

### Strategic Initiative - Promoting Safe & Livable Communities

- **California Healthcare Association - Best Practices Award** to Edgemoor Geriatric Hospital for its free clothing "store" for disabled patients.
- **Homeless Court** - a ground breaking program that helps the homeless resolve outstanding legal issues:
  - **Ash Institute for Democratic Governance and Innovation, Harvard University's Kennedy School of Government - 2004 Annual Innovations in Government Award finalist.**
  - **States of California & Nevada Chapter / National Association of Telecommunications Officers and Advisors (NATOA) - First Place 2004 "Star" Award - Special Audience** and **NATOA - 2004 Government Programming Award Honorable Mention: Homeless Court.**



- **NACo - 2004 Achievement Awards**
  - "Fight the Bite" - a West Nile Virus Strategic Response Plan.
  - Consumer Awareness Program for Scanner Price Accuracy.
  - Farmworker Health Initiative.
  - Fallbrook Revitalization.
  - Lincoln Acres Community Cleanup Project.
  - Rental Assistance Fraud Detection Partnership.
  - San Diego e-Bus - Bridging the Digital Divide.
  - Amazon Wish List for Library.
  - Earn It, Keep It, Save It! Program.
  - Health Advisory Committee on Terrorism.
  - Emergency Medical Alert Network.
  - Mentally Ill Offender Program.
  - Organized Automobile Fraud Activity Interdiction Program.
  - Identity Theft Program.
  - Constituency Outreach - Treasurer/Tax Collector.
  - Bringing the Court to the Street - CTN.
- **"You Can Work" Program** - an employment initiative, which assists the disabled in San Diego County to work without placing their benefits at risk.
  - **2004 Award of Excellence** by the **National Organization on Disability and the National Association of Counties (NACo)**.
  - **CSAC - 2004 Merit Award**.
- **2004 U.S. Housing & Urban Development (HUD) HOME Doorknocker Award** - Housing & Community Development Department for its Emancipated Youth Rental Assistance Program. This award was one of only 20 given nationwide and one of only two given in California.
- **NATOA - 2004 Government Programming Award** **Winners** to CTN for:
  - **Public Education:** Touch Screen Voting - How It Works.
  - **Public Safety:** Jail Kitchen.

- **Ethnic Experience:** "World Beat Center" and "CTN Celebrates the Holidays: Ramadan".
- **Public Service Announcement:** Having a Big Bug Problem?
- **SCAN NATOA Chapter - First Place 2004 "Star" Award** to CTN for:
  - **Magazine Format:** County Chronicles
  - **Public Safety Programming:** Detention Deputies.
- **American Planning Association, San Diego Chapter - Honorable Mention- Outstanding Planning Projects**
  - Fallbrook Revitalization.
  - San Diego County Waterfront Park Master Plan.

**Other recognition for programs that promote the Safe and Livable Communities Initiative**

- **Firestorm 2003** - San Diego County recently suffered the worst wildfires in California history. These fires burned nearly 400,000 acres, destroyed 5,000 structures, and resulted in loss of life. The County's initial response was to save life, limb, and property. Restoration of vital infrastructure, assistance to affected citizens, and reduction of flood and erosion risks has been the continued response.
- **NACo - 2004 Achievement Awards**
  - Department of Parks and Recreation Strike Team.
  - Erosion Control Actions - Firestorm 2003.
  - Local Assistance Center - Firestorm 2003.
- **American Public Works Association (APWA)**
  - **Environmental Project of the Year/\$2-10M** - Post-Fire Erosion Control.
  - **Environmental Project of the Year/\$2-10M (Honorable Mention)** - Debris Removal to Prevent Contamination of Drinking Water.
- **The National Television Academy - Pacific Southwest Chapter - 2004 Emmy Winners to CTN** for:
  - **Entertainment Program:** Sam the Cooking Guy - "Rice" and "All British".



- *Writing/Other than News:* Jail Chaplain.
- SCAN NATOA Chapter - *2004 "Star" Award* to CTN for:
  - *Documentary - Profile:* Veterans Remember - Combat, Day One.
  - *Documentary - Social:* CTN Celebrates the Holidays: Ramadan.
  - *Public Safety Programming:* Jail Kitchen.
  - *Promo:* Touch Screen Voting - How It Works.
  - *Sports:* A Night at the El Cajon Speedway.
  - *Performing Arts:* KPRI Private Concert Thorns/Jayhawks.
  - *Public Service Announcement:* Having a Big Bug Problem?
- Health and Human Services Agency Revenue Project.
- CSAC - *2004 Merit Awards*
  - Executive Management Performance System.
  - Public Purchasing: Changing Times, Changing Ways.
- National Association of Government Defined Contribution Administrators (NAGDCA) *2004 Leadership Recognition Award* to the Treasurer/Tax Collector and the San Diego County Employee Retirement Association (SDCERA) for the SDCERA Financial & Investment Educational Symposium Series designed for current and retired County employees.
- Government Finance Officers Association of the United States and Canada - *Distinguished Budget Presentation Award* for the 2004-05 & 2005-2006 Operational Plan.
- National Purchasing Institute, Inc. - *2004 Achievement of Excellence in Purchasing Award* to Purchasing and Contracting - Business processes and technology enhancements.
- The San Diego County Juvenile Hall Facility was re-accredited in June 2004 for two years at the highest level, by the **California Medical Association (CMA)** - one of only seven counties statewide to achieve this level of accreditation.

### Operational Excellence Awards

- California State Association of Counties (CSAC) - *2004 Challenge Awards*
  - Risk Mitigation & Litigation Program.
- NACo - *2004 Achievement Award*
  - Customer Service Training - Housing and Community Development.
  - Library Staff Training Academy.
  - Library DVD/CD Care and Repair.
  - Contracts Training Academy.